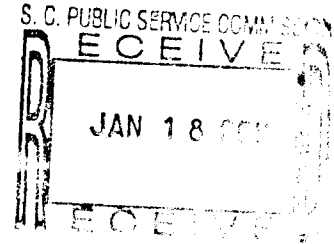


2000-149C 227666
GLOBAL CONNECTION INC. OF AMERICA
Legal Department
5555 Oakbrook Parkway, Suite 620
Norcross, GA 30093
Direct Telephone: 678.741.6240
Facsimile: 678.741.6333
Email: abriggs@globalconnectioninc.com

GLOBAL CONNECTION INC. OF AMERICA

January 14, 2011

Mr. David Lacoste
Public Service Commission of South Carolina
Saluda Building
101 Executive Center Drive
Columbia, SC 29210



Subject: Global Connection Inc. of America
F/K/A Global Connection of South Carolina, Inc.
4th Quarter Service Quality Report **2010**
Pursuant to R.103-614, 618, 619, 661 & 663

Dear Mr. Lacoste:

Enclosed with this letter is the original Monthly Service Quality Report for Global Connection of South Carolina, Inc. for the quarter ending **December 31, 2010** as required by the Commission pursuant to Rule 103-614, 618, 619, 661 & 663.

If you should require additional information or if you should have any questions regarding the enclosed report, please feel free to contact me as indicated above.

Very truly yours,

A handwritten signature in cursive script that reads "Angela Briggs".

Angela Briggs
Paralegal

/acb
Enclosure

A Communications Company

SCPC CLEC - QUARTERLY SERVICE REPORT

SOUTH CAROLINA OPERATIONS

4th Quarter Results

Ocy, Nov, Dec 2010

COMPANY NAME Global Connection Inc. of America

QUARTER/YEAR 4th Quarter / 2010

Month:	<u>October</u>	<u>November</u>	<u>December</u>
Number of customer Access Lines	<u>1,752</u>	<u>1,723</u>	<u>1,650</u>
Trouble Report / Access Line (%)	<u>3.99%</u>	<u>4.52%</u>	<u>3.45%</u>
Customer Out of Service Clearing Times (%)	<u>91%</u>	<u>89%</u>	<u>93%</u>
New Installs Completed within 5 Days (%)	<u>97%</u>	<u>96%</u>	<u>97%</u>
Commitment Fulfilled (%)	<u>100%</u>	<u>100%</u>	<u>100%</u>

Comments / Explanations _____

Person Making Report / Contact Information Issa Elkhoury

Phone (678) 741-6444

5555 Oakbrook Parkway, Ste. 620
Norcross, GA 30093